Quality Monitoring in the Social Services, Part Two: Surveys and Chart Reviews

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- ***How we can get good data from stakeholders needed*** *to monitor for quality in the social services.*

Data sources for quality monitoring

- *Surveys of staff, community members, consumers.*

- *Chart reviews*

- *Electronic records*

- *Observation*

- *Qualitative interviews*

- *Usability testing*

- *Social media*

- *Comment cards*

Surveys

- *Mailed surveys*
- *Online surveys*
- *Phone interviews*
- *Post transaction surveys*
- *Social media??*

Paper Copy versus Online Surveys

Which …?

- *Is cheaper?*

- *Is faster?*

- *Can better handle skip logic?*

- *Is easier to format?*

- *Has more data entry hassles?*

Surveys: Getting the items right

How much do you agree with this statement?

"I am satisfied with my lot in life."

- *Using time-tested measures*
- *Writing and re-writing items until you have them right.*
- *Single barreled, clear language.*
- *Cognitive interviewing*

Surveys: Getting the response options right

How accurately do the following statements describe you?

I have enough time to do my job well.

5-strongly agree

4-agree

3-neither agree nor disagree

2- disagree

1- strongly disagree

Very accurately
Accurately
Somewhat accurately
A little accurately
Not at all accurately

Single items versus scales

Coverage of the concept

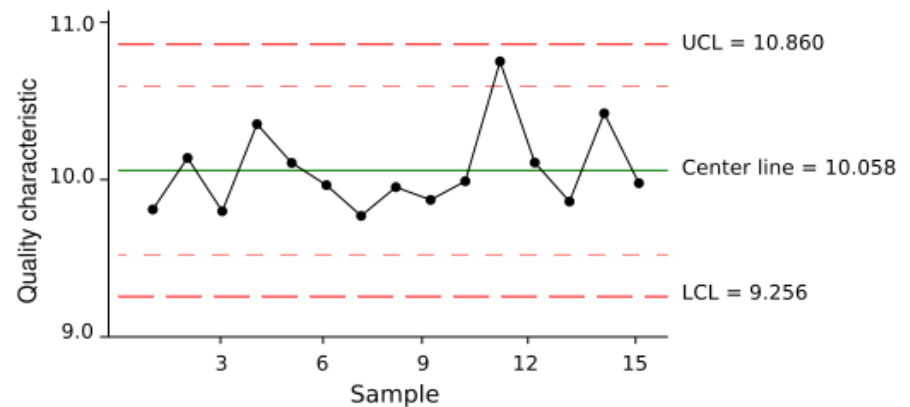*Hanging together*

Problems

Let's write some questions

QUESTION + RESPONSE OPTION + FORMATTING

- *Write a* recommend *question for your agency or service.*
- *Write a* satisfaction *question for your agency or service.*
- *Write a* confidence *question.*

What is missing from measuring outcomes at certain points in time (every Feb, June, October)?

- *Standardized measures*
- *Pre and Post??*

Formatting for Interviews

- *Right part of page for data entry*

- *Numbers or buttons or circle words*

- *White space as separator (groups of three)*

- *Color as guidance*

The case for <u>teams</u> in chart reviews.

- Modeling – you learn what you could be doing.

- Accountability – you know peers will see your work and the work of the people you supervise.

- Ability to assess inter-rater reliability.

Inter-rater reliability, **inter-rater agreement**, *or* **concordance** *is the degree of agreement among raters. It gives a score of how much* [homogeneity](#)*, or* [consensus](#)*, there is in the ratings given by judges.*

Chart Reviews: It's all vital

- *Detailed instructions*

- *Pre-testing*

- *Training for abstractors*

- *Not measuring too many things*

- *Formatting (to avoid data entry errors)*

- *Data entry*

Sampling in an agency context

A representative sample

A meaningful number (n=1000, 500, 100, 50, 10 clients served)

A do-able number

Generate a random number
(http://www.random.org/integers/)

- *Clinical Department at SJS*